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Lyman(10) **Pub. No.: US 2009/0141884 A1**(43) **Pub. Date: Jun. 4, 2009**(54) **INTELLIGENT PRESENCE MANAGEMENT
IN A COMMUNICATION ROUTING SYSTEM**(60) Provisional application No. 60/906,024, filed on Mar.
9, 2007.(75) Inventor: **Christopher M. Lyman**, Los
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PALO ALTO, CA 94303 (US)(57) **ABSTRACT**(73) Assignee: **Fonality, Inc.**(21) Appl. No.: **12/069,083**(22) Filed: **Feb. 6, 2008****Related U.S. Application Data**(63) Continuation-in-part of application No. 11/827,314,
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Systems and methods for intelligent presence management in a communication routing system are provided. In exemplary embodiments, an inbound communication may be received for a user. The user's presence status is determined and a profile associated with the user is reviewed. Based on rules contained within the profile, appropriate instructions may be generated for routing the inbound communication in accordance with some embodiments. In other embodiments, instructions may be generated to log the user in or out with the communication routing system.

